



# INFORMATIONAL BRIEF ON COVID IMPACTS TO BWI MARSHALL OPERATIONS

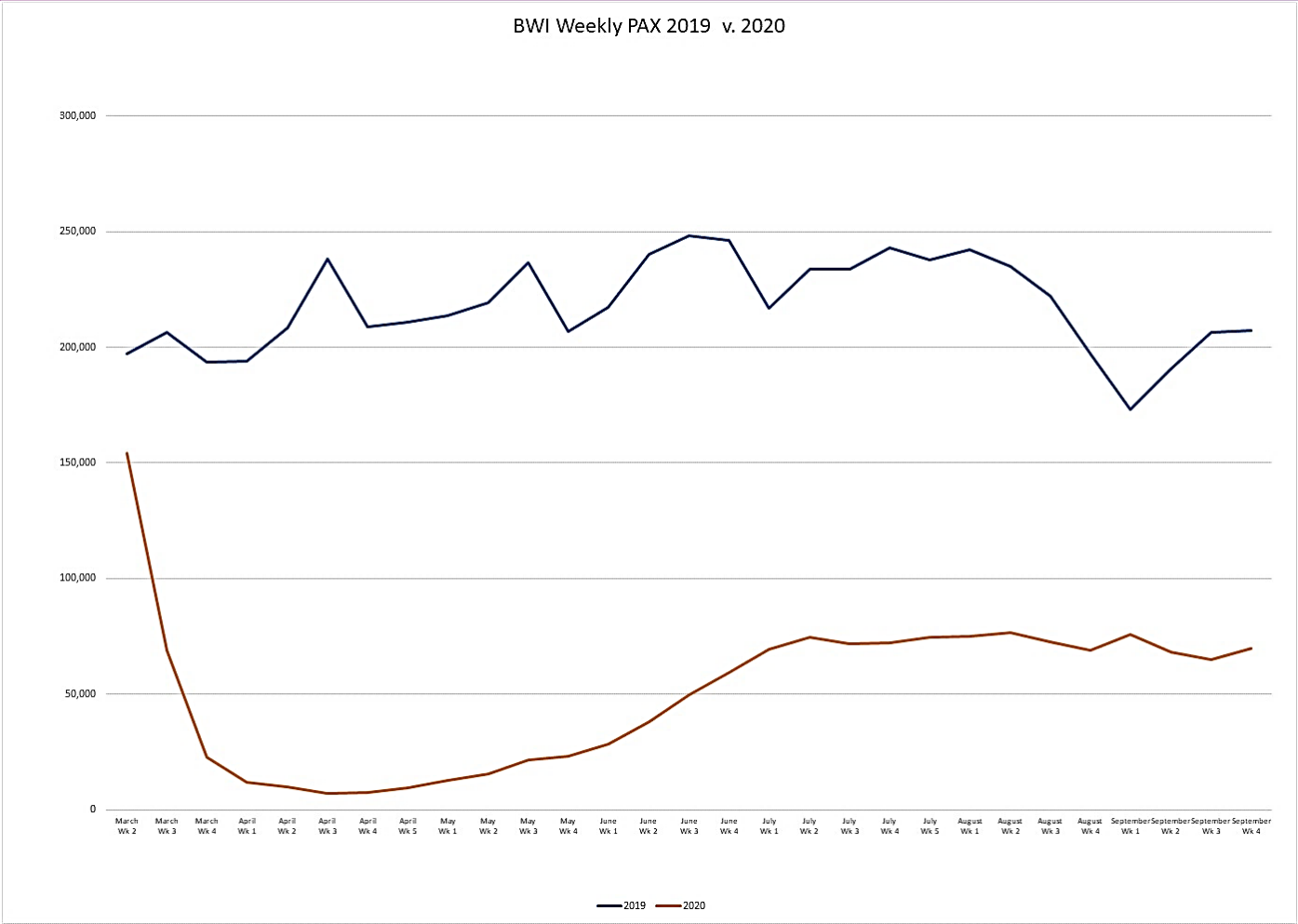
PRESENTED VIRTUALLY TO THE  
DC METROPLEX BWI COMMUNITY ROUNDTABLE  
NOVEMBER 17, 2020



# COVID-19 PANDEMIC IMPACTS, RECOVERY, AND PROGRESS

**Paul L. Shank, P.E., C.M.**  
**Chief Engineer, Division of Planning and Engineering**

# BWI Marshall in the COVID-19 Era



# Runway to Recovery Program

---

BWI Marshall Airport is promoting healthy travel in a safe and secure environment, from the beginning to the end of a passenger's journey through the airport, whether arriving or departing, through all facets of travel:

- Pre-Departure Passenger Research
- Parking and Riding Shuttle Buses
- Entering the Terminal
- Interfacing with Customer Service and Security
- Visiting Concessions and Restrooms
- Boarding the Aircraft

# Safety Awareness Campaign

---

BWI Marshall is reminding the airport community of the requirement to wear personal protective equipment (PPE) and to practice social distancing to stop the spread of COVID-19. We communicate through:

- Webinar series featuring Q & A about airport updates and what to expect
- Website and social media with downloadable safety checklists and health and safety messaging
- Floor signage on social distancing airport wide
- Signage on face covering requirements
- FREE airport masks to customers



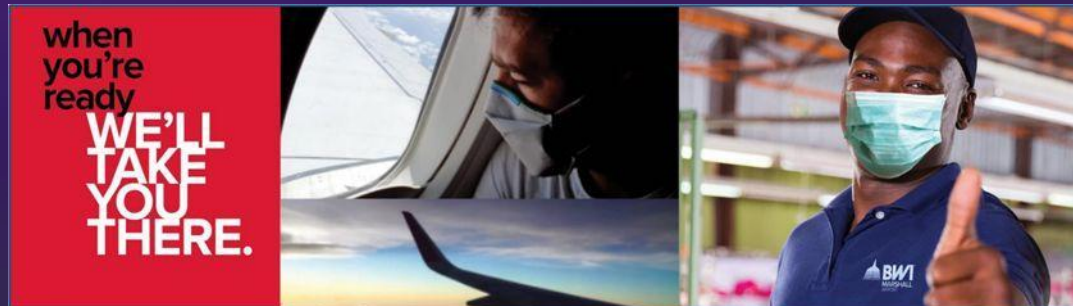
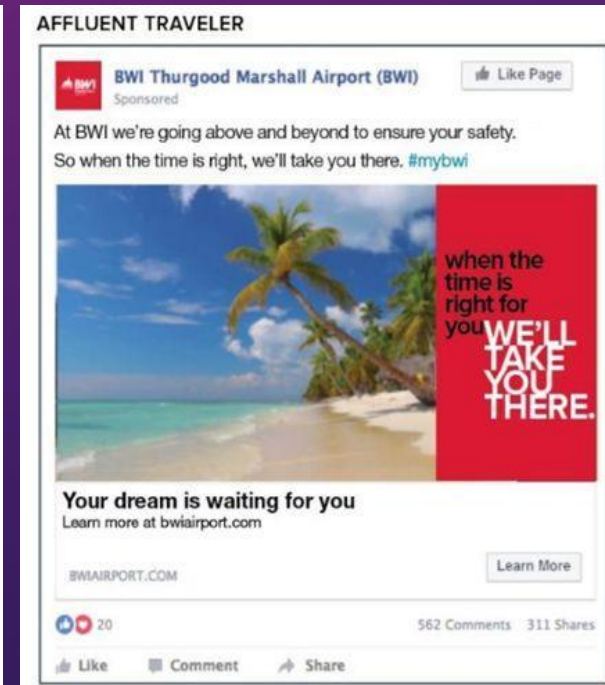
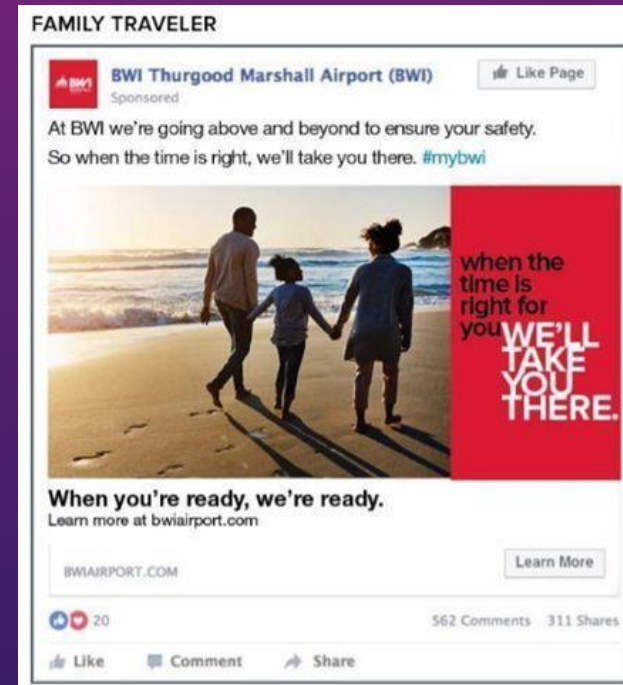
**Use hand sanitizer  
(TSA will allow up to 12 oz)**



# “Safe to Fly” Campaign

BWI Marshall Airport will bolster confidence in air travel and inspire passengers to fly again, showing that we care about the health and safety of our passengers. The messaging will appear in:

- Social Media
- Press conferences and media relations
- Billboards and bus signage
- Geofencing messaging to customers via their mobile devices





# Financial Relief

## Aeronautical rents deferred

- Airlines
- Ground Handlers

## Non-aeronautical MAG rents suspended

- Parking
- Rental Cars
- Ground Transportation
- Passenger Services
- Concessions
- Other Services

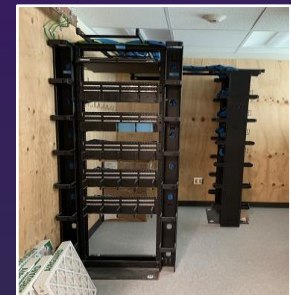
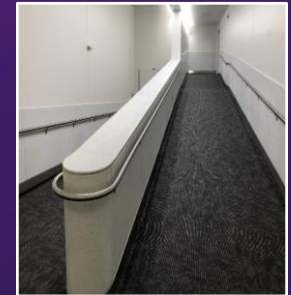
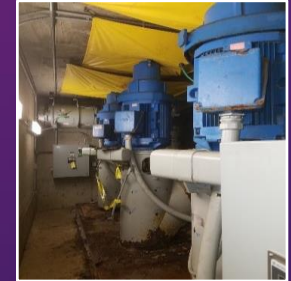


# Impact to Projects Due to COVID-19

---

On March 5<sup>th</sup>, Governor Hogan issued a state of emergency stating no Maryland resident should leave their home unless it was for an essential job or for an essential reason such as obtaining food, medicine, or medical attention.

- Only essential business could remain open with scaled down staff and telework
- Construction work and the associated engineering and management work were designated as essential and not subject to stay at home regulations
- All BWI construction contractors could proceed with construction
- Office of Safety and Risk Management issued COVID-19 Safety Requirements related to face coverings, social distancing, vehicle occupant limits, and facility access, questionnaires that all contractors were obliged to follow and report compliance
- Several contractors were granted time extensions to comply with the social distancing safety requirements





# Impact to Operations Due to COVID-19 through Pictures

BWI Marshall Experienced a 96% Reduction in its Passenger Count



March 2020 Off-site Parking



April 2020 Off-site Parking

# Impact to Operations Due to COVID-19 through Pictures



Concourse B Checkpoint During  
Normal Business Hours



DE Checkpoint During  
Normal Business Hours



# Impact to Operations Due to COVID-19 through Pictures



- The majority of Capital region passengers used BWI Marshall
- In Q4 2020, Southwest will offer nearly two-thirds of seat capacity

# Restroom Improvements at BWI Marshall

Restroom design has incorporated recommended best practices to minimize transmission of infectious disease. There is a focus on facility resilience through “cleanability” and disinfection to safeguard the health and welfare of travelers and airport staff.

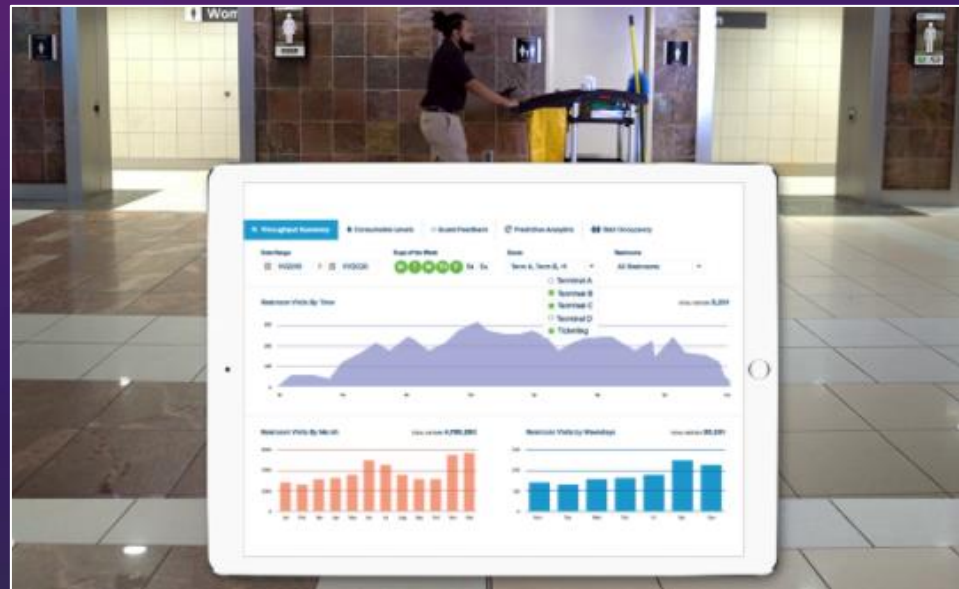
- Incorporated alternate finishes to promote easier cleaning and sanitization
- Large-format materials with fewer joints reduce surfaces where microbes can hide
- Sinks separated to provide social distancing
- Individual paper towel dispensers to reduce cross traffic



# Restroom Improvements at BWI Marshall

Ongoing Restroom Improvements project at BWI Marshall has incorporated best practices to more effectively combat infectious disease transmission.

- Touchless faucet operation, and touchless toilet and urinal flush controls
- Installing touch-free technologies for soap, paper towel, and hand sanitizer dispensers
- Intelligent monitoring of restroom consumables which reduces the need to physically check dispensers



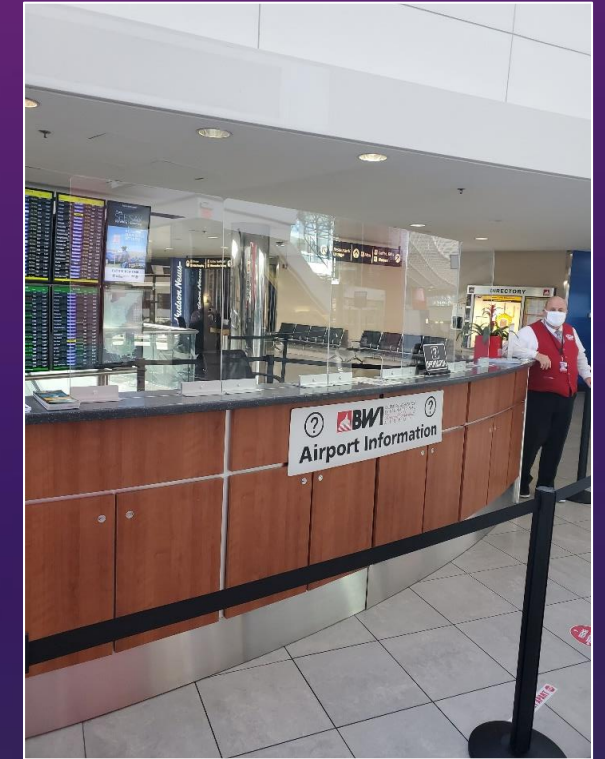


# Plexiglass Safety Shields

For the protection of employees and passengers, MAA installed 176 plexiglass barriers at customer interaction points at all MAA responsible millwork.

Plexiglass shields were installed at the following locations:

- Customs and Border Protection
- Gates
- Common use terminal equipment counters
- Information desks
- AKAL counters
- Police podiums
- Miscellaneous MAA desks





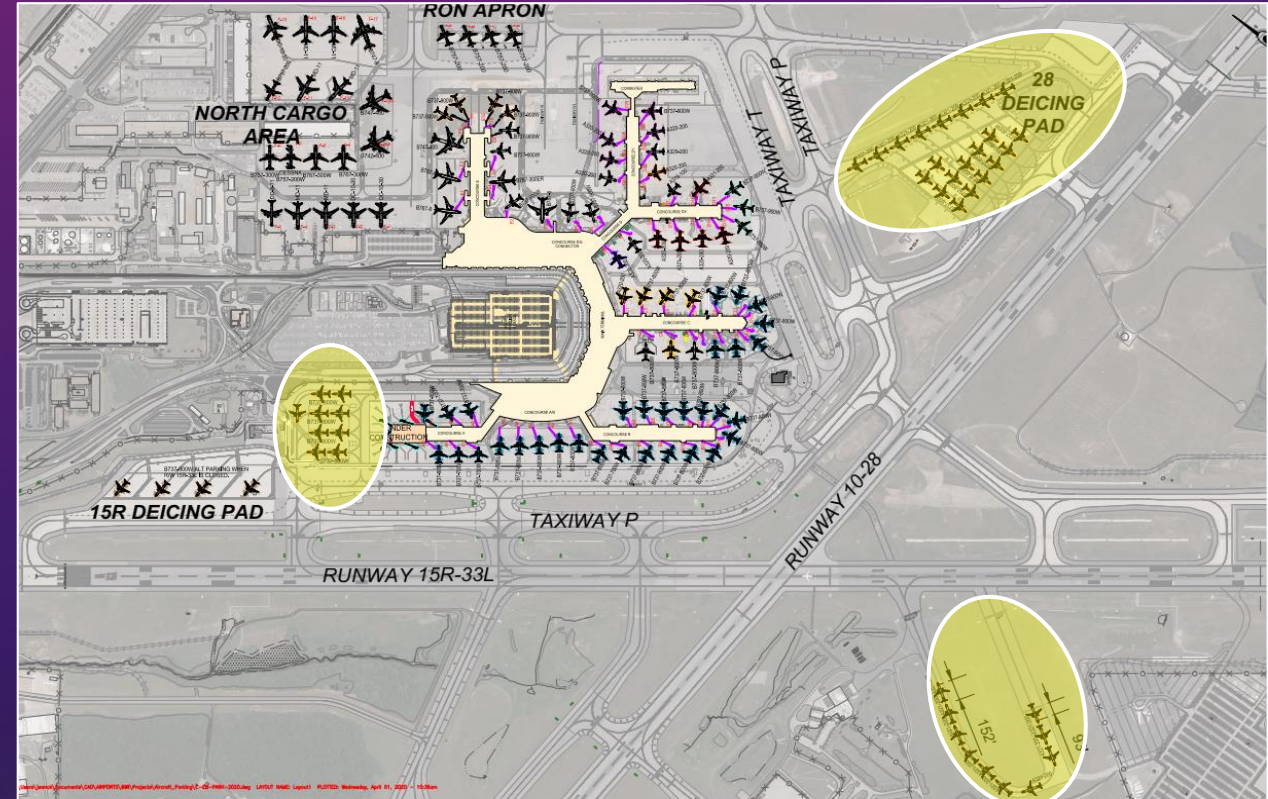
# Plexiglass Safety Shields

For the protection of employees and passengers, all tenants, concessions and airlines were responsible for the procurement and installation of their own safety shields. Hundreds of safety shields have been installed.



# COVID-19 Aircraft Parking Plan at BWI

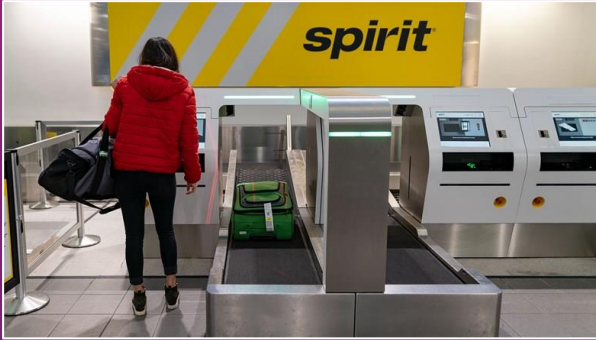
- March 30 – Air Carriers request remote parking positions at BWI to accommodate grounded aircraft during COVID-19
- April 1 – Operational Parking Plan complete
- Parking positions shall not:
  - Occupy unused gates
  - Impede aircraft movement along primary taxiway routes
  - Exceed FAR Part 77



40 Positions Clear of Part 77



# BWI Touchless Technologies



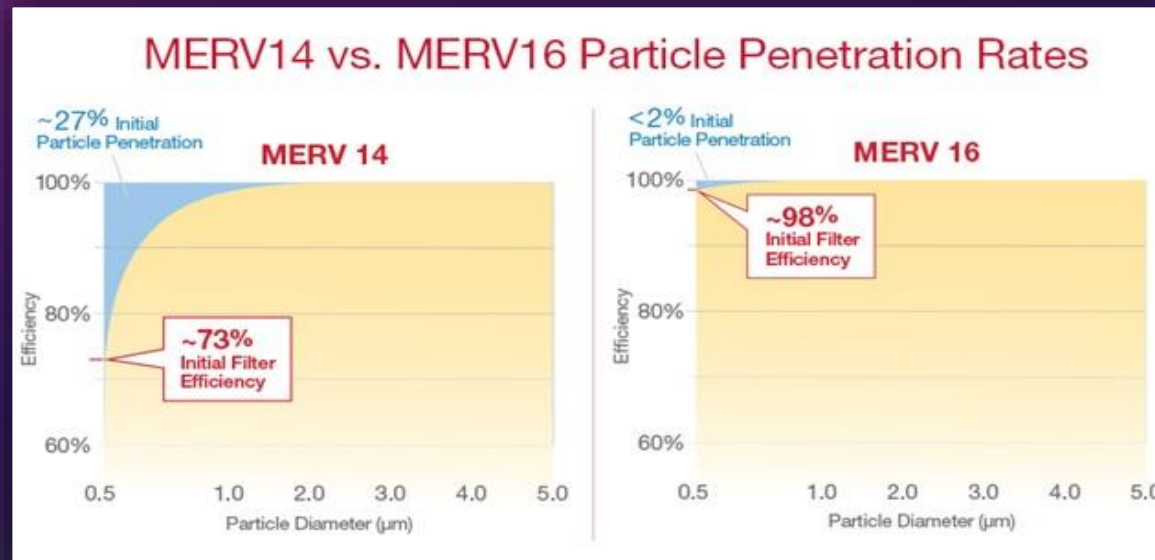
The use of biometric & touchless technologies throughout the airport, from check-in to boarding, would help reduce the spread of pathogens by providing an autonomous, hands-free, self-processing solution for our passengers.

- MAA is preparing a “road map” to document what we are already doing, what industry is doing, what we could do, and how to do it.
- TSA has deployed CAT “document check” technology at security screening checkpoints where boarding passes are not required, passengers insert their ID themselves, and TSA officers do not have to touch passengers' documents.
- Airlines are evaluating Self Bag Drop systems and processes.
- MAA is pursuing a Biometric Exit Pilot Program – pending return of international traffic and new CBP guidance.
- CBP resuming deployment of Biometric Entry in August 2020. First round is DFW, IAH, MSP, and SLC. BWI will hopefully follow close thereafter

# Recalibrating Building Systems at BWI & MTN

The team is completing an HVAC system assessment to study the possibility of reducing the transference of airborne pathogens thru the HVAC systems.

- Use of MERV 16 Filters
- Installation of Ultraviolet Germicidal Irradiation (UVGI) systems in air handling units and ductwork
- Maximizing outdoor air during high occupancy periods
- Anticipated completion of this study is December 2020





# THANK YOU, ANY QUESTIONS?

**Paul L. Shank, P.E., C.M.**  
**Chief Engineer, Division of Planning and Engineering**